

PATIENT EXPERIENCE WITH OXEVISION

Introduction

Oxehealth helps clinicians in mental health hospitals to improve their patients' experience, including the safety, wellbeing, privacy and dignity of those that use their services.

The following report uses data compiled from NHS-led patient surveys, focus groups and interviews across five NHS England mental health trusts, to learn about the experiences of patients who have Oxevision to support their care while in hospital.

It incorporates the perspectives of more than 75 patients who were being cared for in a mental health hospital using Oxevision as part of daily care. Patients agreed that Oxevision helps:



What is Oxevision

Oxevision is a contact-free monitoring device installed in patient rooms. It enables staff to take spot-check pulse rate and breathing rate observations without the need to enter patients' rooms and disturb them.

It notifies staff when patients may need help or assistance, for example, if they have been in the bathroom for a long time, if other people have entered their room, or they have left their room at night. It also provides reports that staff and patients can use together to support care planning.

Oxevision supports compassionate and dignified care. Patients are informed by staff of the system when they arrive in hospital, and engaged about its use throughout their stay. It is an extra tool for staff in caring for their patients and does not replace therapeutic interaction or personal care.

Feeling safer

Patients in rooms with Oxevision have said they feel safer on the ward. Patients reported that the staff caring for them are able to help them sooner, making them feel safer.

Patients found that, in some situations, staff are safely able to check up on them remotely. This gives patients space and independence to recover, and the reassurance and peace of mind that trained professionals will be there in person to help when needed.

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I think it's the way forward because the staff can't be there all the time. It monitors every single room and it keeps an eye on everybody; if anybody does get themselves into trouble then the staff are straight away there.

Patient

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I think Oxehealth increases safety for patients because staff carry around the tablet with Oxehealth on it. They can see an overview of what's going on on the ward, without knocking on the patient's door and it will alert if someone needs help.

Patient

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We feel safer. We know we won't be left in crisis without an alert to someone who can step in.

Patient

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Having the Oxehealth system makes me have a better sense of wellbeing because I feel more, not watched, but secure. Staff have access to see if anything is going wrong at any time.

Patient

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I know that I am being monitored, I would have said for my own benefit and my health, whenever I am in the room. It's peace of mind knowing that if anything happens to me the staff are alerted, and they can come in and do what's necessary.

Patient

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I think Oxehealth makes us very safe on the ward. It calls for help when you need it, but also when you don't think you need help. I find it hard to ask for help or admit I might need help, but with Oxehealth you know it alerts staff when you need them, and they will come and help you.

Patient

Richard's Story

Proactive caretaking

[Read story](#) ›

Rita's Story

Knowing I'm safe

[Read story](#) ›

Better night's sleep

When patients are in hospital, staff must check they are safe and well, sometimes as often as every 15 minutes — even through the night-time. This involves opening door hatches, switching on lights and entering bedrooms — all of which is disturbing and wakes patients up.

Oxevision enables staff to take observations without entering a patient's room, especially at night when they are asleep. Patients have said they get a better night's sleep as they are being disturbed less. Patients found that this can help to reduce anxiety and improve their mood the next day.

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It's good for a rested night sleep. It stops the nurses checking on you. I have been woken by torch light shining through my window at night which did panic me and made me think of the police coming to my property.

Patient

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I've been in the mental health system for a total of 7 years, since I was 18. Before, the staff would come in all the time during the night, turn on the lights, and would wake you up. It was very stressful, especially when on medication. Now, they don't disturb sleep as much and I think the system is great for that.

Patient

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It was nice to get a good night's sleep. I sleep better [in the Oxehealth room] than the other room where the lights are turned on and the shutters are opened a lot of the time.

Patient

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I slept fine. I didn't realise that the sensors would be that helpful to getting a better night's sleep.

Patient

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I like the Oxehealth system because the staff don't disturb my sleep at night anymore. They used to come in every 10-15 minutes even at 6am in the morning to check that I am breathing. I think the system has been a good thing and it doesn't bother me.

Patient

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I'm happy as I am, and I have no concerns. I suppose, because I shout a lot and it's really hard for my mental health, and with the system I get the opportunity to rest a lot more. It does help me in that way — with my mental health.

Patient

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Staff interact with us a bit more, we only see them less at night. I think they've always been very busy, but you can see that they have more time for us with the Oxehealth system. We still get a good amount of interaction with them.

Patient

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More privacy and dignity

Oxevision is contact-free which means staff no longer need to disturb patients as much when doing their nursing observations and safety checks. The system is only used as a supportive tool. It does not replace therapeutic interaction or personal care, and is only used to support observations when there is a patient and safety benefit to do so. Most patients enjoy a greater feeling of privacy and dignity while in their bedrooms, though not all patients agree that this is the case. The following quotations are representative of patients surveyed on the topic of privacy and dignity.

Overall the impact of Oxevision on the ward has been very positive. Patients feel that their **wellbeing has improved** and that staff is able to provide more direct care and meaningful interactions which **improves their relationship with staff** caring for them in hospital.

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At first, I was paranoid it would be able to see me get undressed, but now its fully explained I'm much more at ease and have more dignity from staff not having to constantly come in my room

Patient

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I don't think the system has impacted much on my privacy. I don't feel undignified.

Patient

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Since Oxehealth was installed, I'm disturbed much less at night. It's much better because no one watches you trying to do everything.

Patient

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Staff can check my wellbeing from the nursing office remotely meaning they don't need to come in to my room in case I'm changing or in the shower.

Patient

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I don't really care [that there's a camera]. It's a little bit like "oh there's a camera there".

Patient

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Definitely makes you safer but privacy is decreased.

Patient

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I feel dignified with staff using the system at night. It does not disturb my sleep. My sleep quality is still good.

Patient

Listening and learning from patients

Patient and carer engagement is a fundamental part of the work we do at Oxehealth.

Working closely with healthcare providers, we aim to ensure patients and carers are partners in the process as early as possible, often before the decision is made by the organisation to engage in a partnership with us.

Patients and carers are engaged throughout the implementation process, and once Oxevision is live, there is regular engagement to ensure their feedback and experiences are listened to and learned from to help improve care on the ward.

Patients' views and those of their carers are actively represented within our organisation through our partnerships with NHS trusts, academic institutions and leading research centres across the country both within our day-to-day work and within our academic research organisation, the Oxehealth Clinical Research Forum. This includes codesign, co-production and testing of new developments to the system.

Patient engagement is an ongoing, living process. We are actively looking to expand the scope of our work by forming active partnerships with patient and carer organisations, charities and other parties representing patient and carer communities and their voices.

If you would like to learn more or become involved in our work, we would love to speak with you. Please do get in touch.

Methodology

Data presented in this report was compiled from early insight reports from five mental health trusts across NHS England. Data was collected from patients who were staying in hospital. It includes representation from 13 wards, including the following services: female working age acute, male working age acute, mixed working age acute and psychiatric intensive care units.

Patient surveys, focus groups and individual interviews took place on the ward after staff had been using Oxevision for 3-6 months in order to evaluate patient perceptions. Patient information, including names, have all been changed or removed to protect patient data and anonymity.

Surveys, focus groups and interviews covered a variety of topics including: patient safety, patient care, risk management, staff safety, staff experience and patient privacy and dignity. The surveys asked patients to answer on a scale of 1 to 5: 1 strongly disagree, 2 disagree, 3 no opinion, 4 agree, and 5 strongly agree. The number of total surveys and results analysed excluded 'no opinion' responses.